

AAFES/Commissary Installation Council Meeting Minutes – 25 January 2007



1. MEMBERS PRESENT:

Chairman	
BFO	Member
Preventive Medicine	Member
USAGB Cd Group	Member

2. UNITS NOT REPRESENTED:

CANMR
650 MI
DMWR
USA NATO
AFN
USAFE
Navy Element
79th Med Det.
128th Signal Co.
39th Signal Bn
Community Affairs Branch (HSG)
NCMO
USNMR
US DEL to NATO
US Mission to NATO
USAG Brussels
Survey Section SHAPE

3. ADVISORS:

ABSENT - AAFES Representative	Advisor
DeCA Representative	Advisor

Admin Spt Assistant, DOL, USAGB	Recorder
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4. The chairman opens the meeting at 14.35 and welcomes the attendees. The minutes of the last meeting are read and approved as written.

5. COMMISSARY

The applications for the Annual Scholarship Program (\$1,500) must be submitted before 21 February 2007; the program is available to any ID card holder under 21. No request has been submitted yet; if no-one applies the scholarship will be passed to another store. More information is available on the commissary web site.

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The Command Group Representative remarks that any important information or publication may be addressed to the community with the help of the Public Affairs Office who has access to any type of media.

All Organic and vegetarian products available in DeCA Europe will be carried in Chievres store.

Temperate ready cooked meals - taken out of the freezer and put in the chill section - are now available at the Commissary. Those meals are mainly dinners and entrees: roast beefs, glazed hams, meatloaves, precooked chicken, pizzas, ribs, taco meat, etc. They are microwaveable and very convenient for single people who do not want to go to a dining facility.

The Commissary will be closed on 19 February (Holiday) and 20 February 2007.

a. Old Business:

(1) Customers have noticed positive changes. The vegetable selection has improved; of course vegetables and fruit are coming from Germany and do not keep as long as the ones bought on the local market; some fruit seem to go rotten quickly from inside out due to the cold in the truck. The eggs are fresher and the expiration date is longer. Customers also seem to appreciate the cleaner areas and the wider aisles.

(2) Special compliments to the Chievres Store Administrator who is a very good manager and really tries to help customers.

b. New Business:

(1) Some customers are asking for a broader variety of products “whole grains” and low in fat and sodium, especially in the frozen food department. The products asked for are Kashi products (heart to heart and Go Lean).

(2) Some cold cuts, especially roast beef and ham, turn smelly, shiny green and blue, after a short time. The main packages bear a label with a sell by date, which is verified by the personnel; when the package is opened at the Commissary the product may still be sold for a period of 7 days as established by health services. It would be good if the person at the sale point could tell the customer how long the package has been opened; the customer could then make his/her own decision whether to buy or not and in what quantity. If the cold cut does not seem to be fresh enough, it can always be turned back to the store and credit given to the customer.

(3) A Boss survey with the soldiers in the barracks will be organized. The Commander, USAG Chievres, is working the details and will provide the date and time. The survey for the Commissary will be done more on a tasting and demo basis. Commissary might take the opportunity and sponsor the Chaplain's office activities during which food and snacks are put together and which are organized twice a month.

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(4) Semi-perishable (canned) and dry products are delivered 5 times a week at the store; chills and frozen products twice a week. Those 2 kinds of products come from different depots.

(5) Managers are always available for any information. Customer comment cards may also be found at the entrance and exit of the store; an answer to the comment or request is given within 3 to 4 days. The Ice program is also available.

(6) Special orders should be done by the case; however, arrangements can always be found. Commissary Manager constantly reviews the stock to try and satisfy the customers and tries to carry as many items as possible. Low sodium products are very hard to find but he will check and try to get them.

6. AAFES

AAFES Representatives failed to come to the meeting. Questions and comments from the customers pertaining to AAFES are listed below:

a. A customer is pleased with the service offered via AAFES/Commissary, but remarks that scanning at the checkout could be more accurate and efficient (newer machines, easier tags/labels for the machines to read, etc.).

b. Several areas like the deli section have been most helpful; they enable the ordering of sandwiches, pre-cut fruit and pre-made salads, a big plus and a healthy alternative for lunch.

c. The lack of a video box on SHAPE remains a serious issue.

d. Training of AAFES personnel could be improved especially for courtesy toward customers at the cash registers: greeting the customer, telling the total amount due, counting out or telling what the change is when paid in cash, saying thank you.

7. There being no more discussion the chairman thanks everyone for attending the meeting and concludes the session at 15.00. The next AAFES/Commissary Installation Council meeting is tentatively scheduled for Thursday, 19 April 2007 at 14.30.

Minutes signed by

AAFES Manager Representative Commissary Manager

Director of Logistics